

## **Administrative Management - Fleet Management**

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 30 inclusive.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 2      | 100 %    |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

N/A

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Keeping a fleet of newer vehicles for agencies to lease.

2.

3.

4.

5.

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

None

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Compliance with the Commonwealth's fleet management rules as to usage and maintenance. Compliance with the Comptroller's rules for use of Commonwealth's fleet for business travel.

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                                  |                       |                       |                       |
|--|----------------------------------|-----------------------|-----------------------|-----------------------|
|  | CARS                             | eVA                   | FACCS                 | Other                 |
| Electronic Interface   | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| N/A   |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| 90 %   |
| Planned (Preventive/Improvement) (%)                           |
| 10 %   |

| 16. How do you arrive at your estimates for reactive and planned maintenance?  |
|--|
| The majority of maintenance is in reaction to a problem for which the Commonwealth's fleet management unit is responsible. Fleet management notifies the agency for planned maintenance such as oil changes. |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input type="radio"/> Automated  |
| <input checked="" type="radio"/> Manual  |
| Comments   |
| .....  |

| 18. How does your agency determine if vehicles are to be purchased or leased? |
|---|
| All vehicles are leased from the Commonwealth's fleet management unit.        |

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
Identification tag.
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement      | Amount |
|------------------------|------------------|--------|
| Passenger vehicle      | lease expiration |        |
| Public safety          |                  |        |
| Trucks                 |                  |        |
| Construction equipment |                  |        |
| Off-road vehicles      |                  |        |
| Aircraft               |                  |        |
| Watercraft             |                  |        |
| Other                  |                  |        |

**21. If "Other" was used in the previous question, please explain.**

N/A

**22. How does your Agency track vehicle warranty requirements and service?**

This is the responsibility of the Commonwealth's fleet management unit.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

2

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

N/A

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

2

Pooled (#)

0

**28. In your Agency, how is fleet maintenance work requested?**

The Commonwealth's fleet management unit is notified.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Not monitored.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

As needed.

**34. What is your Agency's process for managing tools and shrinkage?**

N/A

**35. How does your Agency reserve and schedule pool vehicles?**

N/A



**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | .0                         |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Commonwealth Fleet Management rules and regulations.

**39. If you have any other concerns or comments about this functional area, please include them here.**

N/A

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 1     | 26     | %        |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

NA

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

.....

2.

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3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
.....

2.  
.....

3.  
.....

4.  
.....

5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

**13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS)**

|                      | CARS                  | eVA                   | FACCS                 | Other                 |
|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Electronic Interface | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**14. If "Other" is checked in the previous question, please explain.**

**15. What estimated percentage of your Agency's maintenance is:**

Reactive (Break/fix) (%)

.....

Planned (Preventive/Improvement) (%)

.....

**16. How do you arrive at your estimates for reactive and planned maintenance?**

**17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)**

☐ Automated

☒ Manual

Comments

.....

**18. How does your agency determine if vehicles are to be purchased or leased?**

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
.....
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount   |
|------------------------|-------------|----------|
| Passenger vehicle      | mileage     | 100,000+ |
| Public safety          |             |          |
| Trucks                 |             |          |
| Construction equipment |             |          |
| Off-road vehicles      |             |          |
| Aircraft               |             |          |
| Watercraft             |             |          |
| Other                  |             |          |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

On a manual basis - preventive maintenance notices are sent from Fleet Management when service and/or state inspections are due on vehicles.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

27

Comments

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**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                      | Yes / No | Total # |
|--------------------------------------|----------|---------|
| Operation of<br>Maintenance<br>Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

1

Pooled (#)

26

**28. In your Agency, how is fleet maintenance work requested?**

By calling the Central Garage, or a local state garage if the vehicle is not located in Richmond, and making appointments as necessary.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

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**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

**34. What is your Agency's process for managing tools and shrinkage?**

**35. How does your Agency reserve and schedule pool vehicles?**

By using the on-line DGS trip car system.



**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

.....

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 113    | 100 %    |
| Public safety          |       |        |          |
| Trucks                 | 120   |        | 100 %    |
| Tractors               |       |        |          |
| Trailers               | 4     |        | 100 %    |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

Leased in #1 above refers to DGS Fleet Mgmt Pool Vehicles.

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Fleet management works fine, only improvement would be the availability of staff time to devote to this function.

2.

.....

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☒ Yes

☐ No

Comments

Through State Surplus Property Management

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

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2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                                  |                                  |                       |
|--|-----------------------|----------------------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                              | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

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15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

50 %

Planned (Preventive/Improvement) (%)

50 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Half of our Agency fleet is leased through DGS Fleet Management & all Preventive is planned. Agency owned vehicles are fixed or preventive is done as needed.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Trucks and special purpose vehicles are purchased if they are not available from DGS. Otherwise, they are leased through DGS Fleet Management.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
Manual inventory only.
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount                    |
|------------------------|-------------|---------------------------|
| Passenger vehicle      | mileage     | varies-over 100,000 miles |
| Public safety          |             |                           |
| Trucks                 | mileage     | varies-over 100,000 miles |
| Construction equipment |             |                           |
| Off-road vehicles      |             |                           |
| Aircraft               |             |                           |
| Watercraft             |             |                           |
| Other                  |             |                           |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Each division has an employee that devotes some time to fleet management for the vehicles owned by their division. Warranty requirements and service are managed by the primary driver of the vehicle in coordination with the Agency Transportation Officer.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

113

Comments

All 113 leased cars are serviced at VDOT Shops. Agency owned vehicles are done at VDOT Shops when practical.

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

unknown-drivers use their AMEX cards for small repairs/maintenance at commercial shops

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

|  |
|--|
|  |
|--|

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

120

Pooled (#)

113

**28. In your Agency, how is fleet maintenance work requested?**

By appointment with VDOT Shop.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

None. No.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

On an as needed basis.

**34. What is your Agency's process for managing tools and shrinkage?**

Not applicable.

**35. How does your Agency reserve and schedule pool vehicles?**

Through the Fleet Management on-line/web reservations system.



**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | .1                         |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 18     | 100 %    |
| Public safety          |       |        |          |
| Trucks                 | 1     |        | 100 %    |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

N/A

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Things seem to work well as currently assigned.

2.

.....

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
.....

2.  
.....

3.  
.....

4.  
.....

5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

100 %

Planned (Preventive/Improvement) (%)

%

16. How do you arrive at your estimates for reactive and planned maintenance?

We use State Fleet Service for all maintenance.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Vehicles are purchased according to the needs of the department within the agency.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

N/A

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      | mileage     |        |
| Public safety          |             |        |
| Trucks                 | mileage     |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             |        |

**21. If "Other" was used in the previous question, please explain.****22. How does your Agency track vehicle warranty requirements and service?**

N/A

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

19

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

0

Pooled (#)

19

**28. In your Agency, how is fleet maintenance work requested?**

Vehicle is taken to fleet, a maintenance form is filled out for fleet. When work is completed fleet will give the transportation officer a call to have vehicle picked up.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

If transportation officer has not gotten a call within a certain time frame, fleet will get a call from the transportation officer pertaining to the progress on the vehicle. We do not report time against work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

N/A

**34. What is your Agency's process for managing tools and shrinkage?**

N/A



**35. How does your Agency reserve and schedule pool vehicles?**

My agency will reserve a pool vehicle on the DGS Trip Car System.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .2                         |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       |        |          |
| Public safety          |       |        |          |
| Trucks                 | 35    |        |          |
| Tractors               |       |        |          |
| Trailers               | 75    |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               | 1     |        |          |
| Watercraft             | 80    |        |          |
| Other                  |       | 80     | 100 %    |

**2. If "Other" was used in the previous question, please explain.**

80 cars provided by DGS Fleet Management, primarily for agency Law Enforcement Officers and Fisheries staff

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

More large police type vehicles supplied by DGS Fleet Mgmt

2.

Increased funding to replace aging vehicle (trucks)

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
.....

2.  
.....

3.  
.....

4.  
.....

5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

20 %

Planned (Preventive/Improvement) (%)

80 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Driven by DGS Fleet management guidelines and also responsibility of agency employee using the vehicle

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Primarily used vehicles provided by DGS Fleet Management, only purchases, when funds are available, vehicles not provided by DGS Fleet Management

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
None
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount  |
|------------------------|--------------|---|
| Passenger vehicle      | mileage      | Use DGS Fleet Management Guidelines   |
| Public safety          | mileage      | Use DGS Fleet Management Guidelines   |
| Trucks                 | mileage      | Use DGS Fleet Management Guidelines   |
| Construction equipment |              |   |
| Off-road vehicles      |              |   |
| Aircraft               | engine hours | Replace engines based on hours, airframe based on available funding/safety issues |
| Watercraft             | engine hours | engines based on hours, boat based on available funding/safety issues             |
| Other                  |              |   |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

DGS Fleet Management Guidelines, and assigned

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

115

Comments  
.....**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments  
.....**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

None

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

115

Pooled (#)  
.....



**28. In your Agency, how is fleet maintenance work requested?**

Based on DGS Fleet Management Guidelines and scheduled through Driver's supervisor

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

no

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Based on DGS Fleet Management Guidelines and planning by agency Fleet Mechanic

**34. What is your Agency's process for managing tools and shrinkage?**

not needed

**35. How does your Agency reserve and schedule pool vehicles?**

all vehicles permanently assigned

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

10 %

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | 1.0                        |
| Band - 5         |                            |
| Band - 6         | .2                         |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None known

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 9     | 16     | 100 %    |
| Public safety          | 4     |        | 100 %    |
| Trucks                 | 6     |        | 100 %    |
| Tractors               | 3     |        | 100 %    |
| Trailers               | 1     |        | 100 %    |
| Construction equipment | 1     |        | 100 %    |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☒ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

none

2.

.....

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☒ Yes

☐ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

TRAINING

2.

MAINTENANCE

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

For transport of patient frist

**13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS)**

|                      | CARS                  | eVA                              | FACCS                 | Other                 |
|----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|
| Electronic Interface | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface     | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other                | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |

**14. If "Other" is checked in the previous question, please explain.**

|  |
|--|
|  |
|--|

**15. What estimated percentage of your Agency's maintenance is:**

Reactive (Break/fix) (%)

65 %

Planned (Preventive/Improvement) (%)

35 %

**16. How do you arrive at your estimates for reactive and planned maintenance?**

date for past work order

**17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)**

☒ Automated

☐ Manual

Comments

MP-2

**18. How does your agency determine if vehicles are to be purchased or leased?**

leased if availabe from VDOT

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
PPA# (physical plant asset number)
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement      | Amount  |
|------------------------|------------------|---------|
| Passenger vehicle      | lease expiration | 150,000 |
| Public safety          | lease expiration | 150,000 |
| Trucks                 | mileage          | N/A     |
| Construction equipment | engine hours     | N/A     |
| Off-road vehicles      | engine hours     | N/A     |
| Aircraft               |                  |         |
| Watercraft             |                  |         |
| Other                  |                  |         |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

MP-2



**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

0

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 1       |

**26. Please provide the vehicle maintenance and shop locations.**

WESTERN STATE HOPITAL STAUNTON ,VA.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

6

Pooled (#)

16

**28. In your Agency, how is fleet maintenance work requested?**

WORK ORDERS

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

WORK ORDERS YES

**31. Does your Agency have an independent fleet work order planning function?**

☒ Yes

☐ No

**32. If yes, please describe your process.**

MP-2 (work orders are keyed into MP2 which is a facility maintenance system)

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

SCHEDULED MAINTENANCE THROUGH MP2

**34. What is your Agency's process for managing tools and shrinkage?**

tool cage and limited access

**35. How does your Agency reserve and schedule pool vehicles?**

WORK ORDER through MP2

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

20 %

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | 1.0                        |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

no

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 49     |          |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

n/a

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

n/a

2.

3.

4.

5.

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☐ No

**6. If yes, what do you measure?**

Monthly mileage.

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

n/a

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

|  |
|--|
|  |
|--|

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| n/a   |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| %  |
| Planned (Preventive/Improvement) (%)                           |
| 100 %  |

| 16. How do you arrive at your estimates for reactive and planned maintenance? |
|---|
| n/a   |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input type="radio"/> Automated  |
| <input type="radio"/> Manual   |
| Comments   |
| DGS is responsible for this.   |

| 18. How does your agency determine if vehicles are to be purchased or leased? |
|---|
| n/a   |

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
n/a
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      |             |        |
| Public safety          |             |        |
| Trucks                 |             |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             | 0      |

**21. If "Other" was used in the previous question, please explain.**

n/a

**22. How does your Agency track vehicle warranty requirements and service?**

n/a



**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

Comments

DGS determines

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

DGS determines

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

n/a

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

49

Pooled (#)

0

**28. In your Agency, how is fleet maintenance work requested?**

Preventive Maintenance Notices for state inspection and servicing(oil change and lube) are issued by DGS- Fleet Management Services.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

DGS governs

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

n/a

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

n/a

**34. What is your Agency's process for managing tools and shrinkage?**

n/a

**35. How does your Agency reserve and schedule pool vehicles?**

DGS TripCar system.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .0                         |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

DGS

**39. If you have any other concerns or comments about this functional area, please include them here.**

n/a

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 1      | 90 %     |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Better communication
2.  
open later in the evening
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Pick up and delivery of vehicles for repair

2.

Several months notice before inspection

3.

Another fleet vehicle to use when our vehicle is being repaired

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Vehicle must be refueled before returning. vehicle must be clean of loose trash before returning. Must have 24 hour notice to reserve vehicle. Must have valid drivers license to use vehicle.

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                                  |                       |                       |
|--|-----------------------|----------------------------------|-----------------------|-----------------------|
|  | CARS                  | eVA                              | FACCS                 | Other                 |
| Electronic Interface   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

---

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

10 %

Planned (Preventive/Improvement) (%)

90 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Vehicle is always in good condition due to the planned preventive maintenance. Therefor only leaving a small amount of time for repair due to very low down time because of less breakdowns.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

We are such a small agency it is in our best interest financially to lease.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
.....
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount  |
|------------------------|-------------|---|
| Passenger vehicle      | mileage     | 50,000, depending on the breakdown percentage |
| Public safety          |             |   |
| Trucks                 |             |   |
| Construction equipment |             |   |
| Off-road vehicles      |             |   |
| Aircraft               |             |   |
| Watercraft             |             |   |
| Other                  |             |   |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**



**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

1

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

.....

Pooled (#)

.....

**28. In your Agency, how is fleet maintenance work requested?**

A phone call to Fleet to schedule an appointment

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

**34. What is your Agency's process for managing tools and shrinkage?**

**35. How does your Agency reserve and schedule pool vehicles?**

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

.....

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       |        |          |
| Public safety          |       |        |          |
| Trucks                 | 6804  |        |          |
| Tractors               | 23    |        |          |
| Trailers               | 96    |        |          |
| Construction equipment | 1048  |        |          |
| Off-road vehicles      | 1015  |        |          |
| Aircraft               |       |        |          |
| Watercraft             | 4     |        |          |
| Other                  | 820   |        |          |

**2. If "Other" was used in the previous question, please explain.**

The 820 items included in the "other" category above consists of Asphalt Haulers, Brush Chippers, Car Wash Machines, Sewer Cleaners, Air Compressors, Shop Cranes, Crash Cushions, Asphalt Distributors, Asphalt and Earth Drills, Forklifts, Pavers, Penetrometers, Roadway Pulverizers, Rollers, Herbicide Sprayers, Stone Spreaders, Surface Preparation Systems, Street Sweepers, Variable Message Signs, Trenchers, Underbridge Platforms, Work Platforms, Welders, and Skid & Deflection Test Units.

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

#### 4. List up to five opportunities for improvement with fleet management in your Agency.

1.

VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.

2.

Charge Back Process: VDOT internal users of the rental fleet are charged on a per hour basis from a predetermined hourly rate based upon hours they report used during a period. VDOT Equipment (Fleet) Management has proposed an "internal lease" process that would charge the operating unit a fixed rate for ownership of the vehicle and a hourly charge for maintenance/repairs, fuel etc. The proposal is currently under consideration.

3.

VDOT Equipment (Fleet) Management has proposed a fully burdened labor rate to charge for repairs and maintenance to all VDOT and other agency vehicles. This rate will equitably distribute shop overhead expenses among all users. The proposal is currently under consideration.

4.

Implement a consistent labor/parts numbering system to identify repair and maintenance activities down to the assembly level for repair history data. VDOT Equipment (Fleet) Management plans to implement the use of the American Trucking Association Vehicle Maintenance Repair Schedule (VMRS) Codes. Standardization of the reporting of these repair activities will improve data collection and reports results.

5.

.....

#### 5. Does your Agency have key performance measures/indicators for fleet management?

☒ Yes

☐ No

**6. If yes, what do you measure?**

1. Technician Staffing Levels – Approved vs. Filled – goal 100% filled
2. Technician Certification Accomplishments – Number of ASE certified Technicians
3. Technician Productivity - % of repair duties completed within acceptable times by technician – goal 95% above lower control limit.
4. Preventive Maintenance services completed on time – goal 95% during month due for service.
5. Fleet Availability – goal various dependent on vehicle type.
6. Maintenance and Repair Costs
7. Vehicle Utilization – monitor under-utilization closely for reassignment and possible sale of grossly under-utilized vehicles.
8. Service and Repair Quality – monitor technician rework – goal > 3% of all repairs within month.
9. Planned vs. Reactive Repairs

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

VDOT has structured methodologies for identifying spending needs and formulating budget requests and funding allocations for the VDOT Rental Equipment life cycle:

- Plan: Equipment 20 year replacement needs - Replacement criteria to identify those vehicles eligible for replacement that meet two of two replacement criteria based upon age/miles or hours of usage.
- Budget: Funding needs are identified by VDOT Maintenance Districts as part of the highway maintenance budget.
- Procure: Most vehicles are purchased on contracts developed by the Administrative Services Division. The Equipment Section of the Asset Management Division develops technical specifications for each vehicle.
- O&M: Operational and maintenance costs related to vehicle operation are captured in EMS by individual vehicle in repair history. These costs are considered in the replacement decision.

·Disposal: VDOT determines which vehicles need to be sold and when and identifies the residual value on each vehicle to be sold. Surplus property sales are the responsibility of the Department of General Services, Surplus Property Section. VDOT has an automated equipment replacement budget request development and tracking system called REBS (Rental Equipment Budgeting System). Districts use this system annually to review fleet assets that meet two of two established criteria for replacement, to identify specific assets for which they would like replacement funding in the coming year, and to move such budget requests up the VDOT chain of command for review and approval or denial. This system is fully integrated with the VDOT Equipment Management System (EMS), which facilitates providing fleet users with up-to-date utilization and maintenance cost information which they can scrutinize in prioritizing their vehicles and equipment for replacement.

VDOT recently engaged a fleet management consultant to review and recommend improvements to, or the replacement of, the current methodologies so that new or improved processes promote optimal capital budgeting and spending decisions.

This study involved assessing the adequacy of VDOT information systems and underlying data used to support analysis, forecasting, and decision making in these areas, and recommending new or improved methodologies in each area if appropriate.

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

VDOT has special use vehicles, and most other organizations vehicles are not suited for VDOT work.



**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.

2.

Charge Back Process: VDOT internal users of the rental fleet are charged on a per hour basis from a predetermined hourly rate based upon hours they report used during a period. VDOT Equipment (Fleet) Management has proposed an "internal lease" process that would charged the operating unit a fixed rate for ownership of the vehicle and a hourly charge for maintenance/repairs, fuel etc. The proposal is currently under consideration.

3.

VDOT Equipment (Fleet) Management has proposed a fully burdened labor rate to charge for repairs and maintenance to all VDOT and other agency vehicles. This rate will equitably distribute shop overhead expenses among all users. Currently rental fleet absorbs all shop overhead costs. The proposal is currently under consideration.

4.

Implement a consistent labor/parts numbering system to identify repair and maintenance activities down to the assembly level for repair history data. VDOT Equipment (Fleet) Management plans to implement the use of the American Trucking Association Vehicle Maintenance Repair Schedule (VMRS) Codes. Standardization of the reporting of these repair activities will improve data collection and reports results.

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

**13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS)**

|                      | CARS                  | eVA                   | FACCS                 | Other                            |
|----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| Electronic Interface | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Manual Interface     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Other                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

**14. If "Other" is checked in the previous question, please explain.**

The VDOT Equipment management System (EMS) is electronically interfaced with the VDOT Financial Management System (FMSII), which interfaces with the other Commonwealth systems.

**15. What estimated percentage of your Agency's maintenance is:**

Reactive (Break/fix) (%)

62 %

Planned (Preventive/Improvement) (%)

38 %

**16. How do you arrive at your estimates for reactive and planned maintenance?**

The figures reported above are not estimates, the data is from an EMS actual report as reported by work order type.

**17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)**

☒ Automated

☐ Manual

**Comments**

VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.

**18. How does your agency determine if vehicles are to be purchased or leased?**

Unlike other state agencies, VDOT must have approval of the Commonwealth Transportation Board/specific language in law that allows us to take advantage of such programs. In May, 2001, VDOT analyzed the Master Lease Program to determine the benefits and disadvantages of leasing. The major disadvantage of leasing is the interest cost in the financing process. Since that time, VDOT utilizes a cost benefit analysis to determine whether equipment should be purchased or leased. In general, the length of possession of the equipment is the major factor in making this determination. Units retained for the full extent of their useful lives are most cost effective to purchase. Shorter retention periods are more economical for leases. VDOT does not normally lease any equipment, but does rent equipment frequently for short-term applications.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

Each piece of VDOT Rental Equipment is tracked with an Equipment Identification Number stenciled in large numbers on the equipment.

2.

Each piece of VDOT Rental Equipment is tracked by an Equipment Identification Number in the Equipment Management System (EMS) database.

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount           |
|------------------------|-------------|------------------|
| Passenger vehicle      |             |                  |
| Public safety          |             |                  |
| Trucks                 |             |                  |
| Construction equipment |             |                  |
| Off-road vehicles      |             |                  |
| Aircraft               |             |                  |
| Watercraft             |             |                  |
| Other                  |             | See question 20. |

**21. If "Other" was used in the previous question, please explain.**

The replacement criteria for VDOT Rental Equipment is maintained by the automated VDOT Rental Equipment Budget System (REBS). Replacement criteria is established by class of equipment and includes two criteria for each of the approximately 175 classes of VDOT Rental Equipment. Depending upon the type of equipment, the criteria includes age and usage in either miles or engine hours. Eligibility for replacement requires the unit to meet both replacement criteria. Rather than listing all 175 classes of VDOT Rental Equipment, the following list indicates ranges of the replacement criteria for each of the categories listed in question 19:

- >Trucks – 8,000 to 210,000 miles; 2 to 20 years
- >Construction equipment – 2,000 to 16,000 hours; 10 to 14 years
- >Off-Road vehicles – 2,000 to 5,500 hours; 6 to 10 years
- >Watercraft – 50 years

## 22. How does your Agency track vehicle warranty requirements and service?

- VDOT Established a Warranty Manager Position in 2003
- VDOT shops have been approved by OEM providers as authorized warranty repair facilities.
- Vehicle OEM warranty is a data element in the VDOT Equipment Management System (EMS), which provides time/miles or hours of warranty on each new unit purchased.
- A reminder “pop-up-box” notifies the VDOT Shop Supervisors of warranty status when a work order is created.
- EMS tracks warranty repair work completed on all vehicles still in warranty by identifying a work order repair cause code.
- A draft procedure has been developed to best address Warranty Program.

## 23. What is the number of Agency vehicles serviced by Commonwealth shops?

Total

34,168

Comments

Includes 9,090 VDOT Rental Equipment units (Fleet Management) and 25,078 VDOT Non-rental units (Equipment Management)

## 24. What is the number of Agency vehicles serviced by commercial shops?

Total

.....

Comments

VDOT equipment is primarily serviced by VDOT shops. Work is outsourced depending upon shop workload and VDOT operational circumstances. On an annual basis, 380,000 in-house labor hours are charged to maintaining VDOT Rental equipment, while 34,000 labor hours are outsourced to commercial shops. VDOT is currently piloting an equipment shop outsourcing with First Vehicle Services in one area of the state.

25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 80      |

**26. Please provide the vehicle maintenance and shop locations.**

Northern Virginia District Shop-8011 Mason King Court, Manassas, VA 20109.  
Fairfax (C-30) Shop-4726 West Ox Road, Fairfax, VA 22030.  
Van Dorn Shop-5910 McGuin Drive, Alexandria, VA 22310.  
Leesburg Shop-41 Lawson Road, Leesburg, VA 22075.  
Bristol District Shop-870 Bonham Road, Bristol, VA 24203.  
Abingdon Shop-14381 Enterprize Road, Abingdon, VA 24212.  
Marion Shop-729 Matson Drive, Marion, VA 24354.  
Wytheville Shop-1960 West Lee Street, Wytheville VA 24382.  
Independence Shop-157 Klondike Road, Independence, VA 24348.  
Rocky Gap Shop-7146 North Scenic Highway, Bastian, VA 24314.  
Tazewell Shop-715 East Riverside Drive, Tazewell, VA 24561.  
Lebanon Shop-1063 Fincastle Road, Lebanon, VA 24266.  
Oakwood Shop-HC 67, Box 1A, Oakwood, VA 24631.  
Wise Shop-703 Hurricane Road, NE, Wise, Va 24293.  
Fremont Shop-Route 1, Box 402, Clinchco, VA 24226.  
Jonesville Shop-Box 74, Highway 58W, Jonesville, VA 24263.  
Gate City Shop-100 Hilton Road, Weber City, VA 24290.  
Floyd Shop-489 Long Level Road, SW, Floyd, VA 24091.  
Hillsville Shop-239 Virginia Street, Hillsville, VA 24343.  
Christiansburg Shop-105 Cambria Street, Christiansburg, VA 24073.  
Dublin Shop-5310 Bagging Plant Road, Dublin, VA 24084.  
Pearisburg Shop-100 Douglas Lane, Pearisburg, VA 24134.  
Fairystone Shop-483 Fairystone Park Highway, Stuart, VA 24171.  
Martinsville Shop-399 Weeping Willow Lane, Bassett, VA 24055.  
Rocky Mount Shop-239 State Street, Rocky Mount, VA 24151.  
New Castle Shop-Route 3, Box 807, New Castle, VA 24127.  
Salem 311 Shop-1541 Thompson Memorial Drive, Salem, VA 24153.  
Troutville Shop-271 State Drive, Troutville, VA 24175.  
Bedford Shop-2022 E. Lynchburg Salem Turnpike, Bedford, VA 24523.  
Salem District Shop-731 Harrison Avenue, Salem, VA 24153.  
Amherst Shop-515 South Main Street, Amherst, VA 24521.  
Appomattox Shop-1008 Ferguson Street, Appomattox, VA 24522.  
Chatham Shop-19281 US Route 29, Chatham, VA 24531.  
Dillwyn Shop-Highway 629, Rosney Road, Dillwyn, VA 23936.  
Farmville Shop-P. O. Box 83, Farmville, VA 23901.  
Halifax Shop-5211 Halifax Road, Halifax, VA 24558.  
Lynchburg District Shop-4219 Campbell Avenue, Lynchburg, VA 24501.  
Richmond District Shop-2400 Pine Forest Drive, Colonial Heights, VA 23894.  
Ashland Shop-523 North Washington Highway, Ashland, VA 23005.  
Amelia Shop-16101 Goodes Bridge Road, Amelia, VA 23002.  
Chesterfield Shop-3301 Speeks Drive, Midlothian, VA 23112.  
Petersburg Shop-4608 Boydton Plank Road, Petersburg, VA 23803.  
Sandston Shop-6020 Elko Tract Road, Sandston, VA 23150.  
South Hill Shop-1013 West Atlantic Street, South Hill, VA 23970.  
Accomac Shop-23096 Courthouse Road, Accomac, VA 23301.  
Franklin Shop-904 Pretlow Street, Franklin, VA 23851.  
Elizabeth River Tunnel Shop-Berkley Plaze, Norfolk, VA 23523.  
Norfolk Shop-1992 S. Military Highway, Chesapeake, VA 23320.

Hampton Roads District Shop-1700 North Main Street, Suffolk, VA 23434.  
 Suffolk Residency Shop-1700 North Main Street, Suffolk, VA 23434.  
 Waverly Shop-7051 General Mahone Highway, Waverly, VA 23890.  
 Pine Chapel Shop-150 E Street, Hampton, VA 23661.  
 Williamsburg Shop-4451 Ironbound Road, Williamsburg, VA 23187.  
 Jamestown-Scotland Ferry Shop-P.O. Box 26, 16289 Rolfe Highway, Surry, Virginia 23883.  
 Fredericksburg District Shop-87 Deacon Road, Fredericksburg, VA 22405.  
 Stafford Shop-164 Wyche Road, Stafford, VA 22554  
 Massaponax Shop-8409 Jeff Davis Highway, Fredericksburg, VA 22407.  
 Post Oak Shop-7219 Black Rock Drive, Spotsylvania, VA 22553.  
 Edgehill Shop-Route 4, Box 1923, King George, VA 22485.  
 Farmers Shop-13257 Fredericksburg Turnpike, Bowling Green, VA 22427.  
 Tappahannock Shop-1211 Tappahannock Blvd. Tappahannock, VA 22560.  
 Rumford Shop-Route 2, Box 330, King William, VA 23086.  
 Saluda Shop-Route 33, Saluda, VA 23149.  
 St. Stephens Shop-Route 14, St. Stephens Church, VA 22019.  
 Warsaw Shop-523 Main Street, Warsaw, VA 22572.  
 Charlottesville Shop-701 VDOT Way, Charlottesville, VA 22911.  
 Louisa Shop-3709 Davis Highway, Louisa, VA 23093.  
 Warrenton Shop-8159 Meetze Road, Warrenton, VA 20186.  
 Orange Shop-375 Byrd Street, Orange, VA 22960.  
 Culpeper District Shop-1601 Orange Road, Culpeper, VA 22701.  
 Staunton District Shop-811 Commerce Road, Staunton, VA 24402.  
 Verona Shop-192 Laurel Hill Road, Verona, VA 24482.  
 Harrisonburg Shop-3536 North Valley Pike, Harrisonburg, VA 22801.  
 Edinburg Shop-14031 Old Valley Pike, Edinburg, VA 22824.  
 Monterey Shop-Fleisher Avenue, Monterey, VA 24465.  
 Winchester Shop-2275 Northwestern Pike, Winchester, VA 22603.  
 Camp 7 Shop-4053 Stonewall Jackson Highway, White Post, VA.  
 Lexington Shop-626 Waddell Street, Lexington, VA 24450.  
 Luray Shop-551 Mechanic Street, Luray, VA 22835.  
 Triangle Shop-3706 Forty Two Road, Clifton Forge, VA 24422.  
 Central Office Shop-503 Bickerstaff Road, Richmond, VA 23231.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

9,090

Pooled (#)

.....



**28. In your Agency, how is fleet maintenance work requested?**

Fleet maintenance work on VDOT Rental Equipment is normally requested by the operator to the Primary Repair Location assigned to each piece of equipment. However, preventive maintenance services are automatically scheduled by the Equipment Management System (EMS) and notifies both the operator and the Primary Repair Location, in which case the VDOT Shop (Primary Repair Location) contacts the customer and mutually arrange the actual date that the services will be performed.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

**Comments**

The approval process for fleet maintenance work on VDOT Rental equipment begins at the VDOT Shop level. The VDOT Shop Supervisor reviews the request for work, reviews the repair history of the vehicle, inspects the vehicle, and makes a determination of whether the repairs are necessary. If the repairs are necessary, the Shop Supervisor prepares an estimate of the cost of repairs. If the cost of repairs exceed the residual value of the vehicle, the District Equipment Manager reviews the information with the customer to determine the need for the vehicle and if a suitable alternative method of accomplishing the work is available. If there are no other means of accomplishing the customer's work is available and a replacement for the vehicle is not available, the District Equipment Manager approves repairs to the vehicle.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Work orders on VDOT Rental Equipment are tracked in the VDOT Equipment Management System (EMS). VDOT Shop Supervisors and technicians create the work orders, to which all parts and labor are charged. (VDOT does report time against work orders.) VDOT Shop Supervisors and Equipment Managers have access to the work orders to monitor and manage the process. The planning for work orders is performed by individual VDOT Shop Supervisors. Parts, materials, and tools are provided through the VDOT Integrated Supply Services Program (ISSP) contract. Labor is provided by in-house VDOT staff in each VDOT Shop. Services are obtained locally through the VDOT requisition process in the VDOT Financial Management System (FMSII). Downtime reports are also available in EMS to provide Equipment Managers overall equipment repair performance.

**31. Does your Agency have an independent fleet work order planning function?**

☒ Yes

☐ No

**32. If yes, please describe your process.**

For VDOT Rental Equipment, work orders are tracked in the VDOT Equipment Management System (EMS). VDOT Shop Supervisors and technicians create the work orders, to which all parts and labor are charged. The Shop Supervisors plan their work orders daily in accordance with their workload, available in-house staffing, available outsourcing, and the operational circumstances (e.g., snow removal) of VDOT. The Shop Supervisors and Equipment Managers have access to the work orders to monitor and manage the process.

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

For VDOT Rental Equipment, the planning for work orders is performed by individual VDOT Shop Supervisors. Parts, materials, and tools are provided through the VDOT Intergrated Supply Services Program (ISSP) contract. Labor is provided by in-house VDOT staff in each VDOT Shop. Services are obtained locally through the VDOT requisition process in the VDOT Financial Management System (FMSII).

**34. What is your Agency's process for managing tools and shrinkage?**

District Equipment Managers perform periodic tool inventories. Technicians are required to turn in an old worn or broken tool before they can receive a new tool.

**35. How does your Agency reserve and schedule pool vehicles?**

Some of the VDOT Rental Equipment Fleet is placed in pools managed by the District Equipment Sections in each district to provide special types of equipment, that are not needed on a full time basis for any one VDOT Area Headquarters, but are needed infrequently and are difficult to obtain from local sources. Many of these items are temporarily assigned to the requesting Area Headquarters for the duration of the needed road maintenance task. Some of the special items are scheduled on a rotating basis to the Area Headquarters throughout the district. The District Equipment Manager monitors the utilization of the pooled equipment through the use of utilization reports provided by EMS.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         | .0                         |
| Band - 2         | 21.5                       |
| Band - 3         | 271.7                      |
| Band - 4         | 67.3                       |
| Band - 5         | 16.0                       |
| Band - 6         | 15.4                       |
| Band - 7         | .0                         |
| Band - 8         | .0                         |
| Band - 9         | .0                         |
| Contracted Labor | 2.9                        |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

If the VDOT Rental Equipment fleet were to be redesigned to incorporate leasing of equipment, Federal would regulations apply that would affect the implementation of such a program.

In determining allowance of costs to be billed to Federal Agencies, §31.205-20, Interest and Other Financial Costs, of Part 31 – Contract Cost Principles and Procedures of the Federal Acquisition Regulations (FAR) states that “Interest on borrowings (however represented), bond discounts, costs of financing and refinancing capital (net worth plus long-term liabilities), legal and professional fees paid in connection with preparing prospectuses, and costs of preparing and issuing stock rights are unallowable.”

The impact of this statement occurs when rental rates on VDOT’s construction inspectors’ trucks are charged to federal projects. It also occurs when VDOT maintenance crews perform emergency work as a result of storm damage, and VDOT subsequently requests reimbursement from the Federal Emergency Management Agency (FEMA). During these and other similar situations, VDOT would not be allowed to claim interest expenses that would be included in the equipment rental charge-back rates. Additionally, it would be most difficult to separate the related interest costs from the variety of types and year models of equipment associated with any one of these events. This circumstance could result in VDOT losing millions of dollars of federal reimbursement funding each year.

**39. If you have any other concerns or comments about this functional area, please include them here.**

The "%use" information requested in question #1 cannot be provided in the format requested. VDOT does not use a percent calculation to measure utilization performance, but instead uses the upper and lower control limit methodology. The VDOT Equipment Management System (EMS) provides periodic reports listing the approximately 175 classes of equipment and their associated class averages of use in hours, as well as, the upper and lower control limits for each class. A hard copy of this report will be provided to the VDOT Agency Reviewer to present to the Enterprise Applications Project Team.

In question #26, the number of "pooled" vehicles was left blank. Although VDOT does use pooling of vehicles (as explained in question #34), much of the pooling is performed informally, and the data is not readily available.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 4     | 11     | 100 %    |
| Public safety          | 13    |        | 60 %     |
| Trucks                 | 238   |        | 100 %    |
| Tractors               | 97    |        | 60 %     |
| Trailers               | 145   |        | 75 %     |
| Construction equipment | 31    |        | 80 %     |
| Off-road vehicles      | 66    |        | 60 %     |
| Aircraft               | 1     |        | 60 %     |
| Watercraft             |       |        |          |
| Other                  | 97    |        | 60 %     |

**2. If "Other" was used in the previous question, please explain.**

Transport trucks used to haul forest fire bulldozers (tractors noted above).

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Electronic fleet management system tying to assets, purchasing, payables
2.  
Better computer system to track maintenance costs.
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☒ Yes
- ☐ No

**6. If yes, what do you measure?**

Mileage, age, beginning to maintain costs

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

DOF uses age and mileage and an Excel spreadsheet

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Electronic FM system connected to purchasing, payable, assets, budget

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

|  |
|--|
|  |
|--|

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

DOF does not have any interface between its Excel workbook fleet maintenance costs and CARS, eVA, FACCS, or other systems.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

20 %

Planned (Preventive/Improvement) (%)

80 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Estimate. DOF has semiannual maintenance schedule and strict service guidelines.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

Mechanics use Excel workbook

18. How does your agency determine if vehicles are to be purchased or leased?

DOF uses mileage and age. Costs of maintenance is also considered when known.



**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
NONE
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount |
|------------------------|--------------|--------|
| Passenger vehicle      | mileage      |        |
| Public safety          | mileage      |        |
| Trucks                 | mileage      |        |
| Construction equipment | engine hours |        |
| Off-road vehicles      | engine hours |        |
| Aircraft               | engine hours |        |
| Watercraft             |              |        |
| Other                  | mileage      |        |

**21. If "Other" was used in the previous question, please explain.**

We rotate all tractor/transport units on a 20 year rotation if funds available.

**22. How does your Agency track vehicle warranty requirements and service?**

Fleet Manager manages all vehicle warranty and communicates information to individual mechanics.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

0

Comments

Most DOF vehicles are serviced by DOF mechanics

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

Most DOF vehicles are serviced by DOF mechanics

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 8       |

**26. Please provide the vehicle maintenance and shop locations.**

Repairs, service and inspections. Waverly, Tappahannock, Charlottesville, Farmville, Salem, Abingdon, Buckingham, New Kent.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

238

Pooled (#)

17

**28. In your Agency, how is fleet maintenance work requested?**

Employees request work through shops and mechanics.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

Mechanic reviews and approves all work.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

No work order process in place. Mechanic enters time and cost of parts and contract work into an Excel program workbook.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Mechanic manages all aspects. Seeks approval for purchases through Assistant or Regional Forester.

**34. What is your Agency's process for managing tools and shrinkage?**

DOF has a numbered and non-numbered inventory system. Employees are assigned most items via a written inventory system.

**35. How does your Agency reserve and schedule pool vehicles?**

Receptionist at central office schedules all pool car usage on a first come, first serve basis. She also assigns types of vehicles based on planned usage.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | 10.0                       |
| Band - 4         | 1.0                        |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None we know about.

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 1     |        | 7 %      |
| Public safety          |       |        |          |
| Trucks                 | 4     |        | 92 %     |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  | 1     |        | 1 %      |

**2. If "Other" was used in the previous question, please explain.**

cargo van

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
better oversight of maintenance schedules
2.  
Timlier reaction to recalls
3.  
more use of VDOT fuel cards
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Better oversight of maintenance schedules

2.

Better reaction to recalls

3.

More use of VDOt fuel cards

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

|  |
|--|
|  |
|--|



| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

.....

Planned (Preventive/Improvement) (%)

.....

16. How do you arrive at your estimates for reactive and planned maintenance?

Agency Vehicle Protocol Policy

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

log book in vehicle

18. How does your agency determine if vehicles are to be purchased or leased?

When vehicles need replacing an analysis of miles used and replacement need for type of vehicle are prepared.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
none
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      | mileage     |        |
| Public safety          |             |        |
| Trucks                 | mileage     |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  | mileage     |        |

**21. If "Other" was used in the previous question, please explain.**

cargo van

**22. How does your Agency track vehicle warranty requirements and service?**

Rely on regional directors to monitor.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

3

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

3

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

6

Pooled (#)

0

**28. In your Agency, how is fleet maintenance work requested?**

Handled by regional directors. If a charge call, the request goes through the normal procurement channels.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Does not.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Not a major expenditure. Is planned for in the course of the normal internal budget process.

**34. What is your Agency's process for managing tools and shrinkage?**

Don't have any.

**35. How does your Agency reserve and schedule pool vehicles?**

Office Manager reserves through TripCars for Fleet Management.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 5     |        | 100 %    |
| Public safety          | 7     |        | 100 %    |
| Trucks                 | 13    |        | 100 %    |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

N/A

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☒ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Develop an inter government agreement with the Feds to have service provided at one of the 13 Organization Maintenance Shops.

2.

3.

4.

5.

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**



**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

n/a

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| n/a   |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| 60 %   |
| Planned (Preventive/Improvement) (%)                           |
| 40 %   |

| 16. How do you arrive at your estimates for reactive and planned maintenance?   |
|---|
| While vehicles are under warranty dealer repairs and checkups are never missed, routine maintenance. Older equipment receives routine maintenance and break down repair on a higher frequency due to age. |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input type="radio"/> Automated  |
| <input checked="" type="radio"/> Manual  |
| Comments   |
| n/a  |

| 18. How does your agency determine if vehicles are to be purchased or leased?                       |
|---|
| per incident analysis. Leases are rip offs and usually end up costing more than out right purchase. |

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
n/a
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                           | Measurement | Amount  |
|---------------------------|-------------|---|
| Passenger vehicle         | months      | till the unit is no longer cost effective to repair<br>200K |
| Public safety             | mileage     | over 150k   |
| Trucks                    | months      | based on cost effective repairs, stop/go<br>analysis        |
| Construction<br>equipment |             |   |
| Off-road vehicles         |             |   |
| Aircraft                  |             |   |
| Watercraft                |             |   |
| Other                     |             |   |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Manually

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

20

Comments

If VDOT will service the vehicles we use there garages

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

5

Comments

Some times VDOT is unable to meet the agency timeframes

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 13      |

**26. Please provide the vehicle maintenance and shop locations.**

These are federally owned garages that are regionally located throughout the Commonwealth.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

25

Pooled (#)

0

**28. In your Agency, how is fleet maintenance work requested?**

Individual work order.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

n/a

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Planning is based on age of equipment and previous years break down events.

**34. What is your Agency's process for managing tools and shrinkage?**

n/a

**35. How does your Agency reserve and schedule pool vehicles?**

Through the central garage in Richhmond.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .0                         |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal law and regulation relative to the Organizational Maintenance shops.

**39. If you have any other concerns or comments about this functional area, please include them here.**

I would not consider our few vehicles to be a fleet.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 3     | 26     |          |
| Public safety          | 197   |        |          |
| Trucks                 | 13    |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Automation of maintenance records
2.  
Automation of mileage use
3.  
Tracking pool of vehicles to forecast disposal
4.  
Ability to analyze need for special use vehicles
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

Planned replacement based on state police mileage and/or central garage standards.



**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
.....

2.  
.....

3.  
.....

4.  
.....

5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

30 %

Planned (Preventive/Improvement) (%)

70 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Anecdotal

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Most purchased due to specialize law enforcement requirements.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
Manual
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      | mileage     |        |
| Public safety          | mileage     |        |
| Trucks                 | mileage     |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             |        |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Manually

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

.....

Comments

Majority by Commonwealth

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

Some use commercial shops if no convenient state shop

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

237

Pooled (#)

2

**28. In your Agency, how is fleet maintenance work requested?**

Vehicle custodian goes directly to state shop

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Not monitored

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

**34. What is your Agency's process for managing tools and shrinkage?**

Not performing fleet maintenance

**35. How does your Agency reserve and schedule pool vehicles?**

With only two, first come first serve, back-up through state pool (1/4 mile away)

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | 1.0                        |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 4      | 100 %    |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               | 3     |        | 100 %    |
| Construction equipment |       |        |          |
| Off-road vehicles      | 138   |        | 100 %    |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Automated tracking of vehicle gas mileage

2.

Maintain a better selection of vehicles on state contract to better meet agency needs (eg. hybrids and range of SUVs with low-ratio rear ends and positive traction).

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☒ Yes

☐ No

**6. If yes, what do you measure?**

We have benchmarked service technician time for repair with UPS.  
We also measure vehicle mileage, repair costs, and surplus value.

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☒ Yes

☐ No

**8. If yes, please explain.**

We rotate vehicle assignments to maintain a seven year cycle per vehicle at approximtely 14,000 miles per year. We evaluate repair costs, mileage, and surplus value to determine optimal vehical disposal time.



**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

None, fully meets the needs of our Dept.

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |

14. If "Other" is checked in the previous question, please explain.

Our purchasing system is electronically interfaced with eVA and CARS. We are approved to operate our own fixed asset system.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

60 %

Planned (Preventive/Improvement) (%)

40 %

16. How do you arrive at your estimates for reactive and planned maintenance?

We reviewed our vehicle work order system

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☒ Automated

☐ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

We have run cost estimates for lease verses vehicle purchases.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

Vehicles are tracked in our fixed asset module of our ERP.

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount  |
|------------------------|-------------|---|
| Passenger vehicle      | mileage     | 95,000 or as directed by DGS, Fleet Management. |
| Public safety          |             |   |
| Trucks                 |             |   |
| Construction equipment |             |   |
| Off-road vehicles      | mileage     | 95,000  |
| Aircraft               |             |   |
| Watercraft             |             |   |
| Other                  |             |   |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Warranty requirements are manually tracked. Warranty service is tracked through DMME's automated tracking system.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

29

Comments

These are vehicles operated remote to our Big Stone Gap facility.

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

30

Comments

Vehicles operated in the eastern end of Virginia's coalfields may be serviced (oil change) by commercial shops every other time regular service is due.

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 1       |

**26. Please provide the vehicle maintenance and shop locations.**

Big Stone Gap, Virginia

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

138

Pooled (#)

4

**28. In your Agency, how is fleet maintenance work requested?**

By appointment scheduling

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

Responsibility of assigned operator and automobile technicians

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Work orders are maintained by automobile technicians while work is being completed. When completed, the work order information is entered into the agency's electronic system. This includes reporting time against work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Work is scheduled by the vehicle driver with the automobile technicians. Regularly used parts and materials are maintained in DMME inventory. Other parts and materials are purchased from local auto parts suppliers as needed. We have a working relationship with the local dealers so that they keep an inventory of parts we need.

**34. What is your Agency's process for managing tools and shrinkage?**

Tools are assigned to individual automobile technicians. Replacement for breakage must be approved by the technicians' supervisor.

**35. How does your Agency reserve and schedule pool vehicles?**

Vehicles in Big Stone Gap are scheduled manually by users contacting the technician through telephone or e-mail. Vehicles in Richmond are scheduled manually through a paper calendar system.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .2                         |
| Band - 4         | 3.2                        |
| Band - 5         | .2                         |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Federal grants limit use of surplus property revenue from vehicle sales. These are found in federal agency Financial Assistance Rules.

**39. If you have any other concerns or comments about this functional area, please include them here.**

The remote locations of our vehicles creates special management needs. DMME must use speciality off-road vehicles due to the large percentage of usage on off-road mine sites.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 1      |          |
| Public safety          |       |        |          |
| Trucks                 | 1     |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  | 2     |        |          |

**2. If "Other" was used in the previous question, please explain.**

2 cargo vans: 1 used by the Registration Department; the other available for general use. We initially determined that our vehicles did not constitute a fleet and notified you that we were not going to complete this survey. We then reviewed the survey and tried to answer some of the questions. We finally concluded that we do not have a fleet, so we are responding only to those questions that seem to relate to our situation.

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)



**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

We do not believe that our vehicles constitute a fleet.

2.

.....

3.

.....

4.

.....

5.

.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

We follow the rules in place for central pool vehicles and provide our employees these rules when they drive the vehicle leased from this source.

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

Again, we do not consider this to be a fleet, but we do keep inventory records on the vehicles we own.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

%

Planned (Preventive/Improvement) (%)

100 %

16. How do you arrive at your estimates for reactive and planned maintenance?

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

The Head of our Mail Room maintains the keys and checks three of the vehicles out. She keeps maintenance records. The Registration Department's staff keeps records on the cargo van assigned to them.

**18. How does your agency determine if vehicles are to be purchased or leased?**

Decisions are made on a case by case basis as part of our budget planning process. We consider cost over the life of the vehicle and select the most cost effective means to meet the need. In recent years we have not purchased or leased additional vehicles.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

Not Applicable

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      |             |        |
| Public safety          |             |        |
| Trucks                 |             |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             |        |

**21. If "Other" was used in the previous question, please explain.**

All replacements depend on the availability of funds.

**22. How does your Agency track vehicle warranty requirements and service?**

Responsible departments keep track of service and warranty requirements for the vehicles we own. We comply with Central Pool requirements for the leased vehicle.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

1

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

3

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

|  |
|--|
|  |
|--|

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

3

Pooled (#)

1

**28. In your Agency, how is fleet maintenance work requested?**

Responsible departments contact the Central Pool or

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Departmental managers approve expenditures for maintenance.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Not applicable.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Not applicable.

**34. What is your Agency's process for managing tools and shrinkage?**

Not applicable.

**35. How does your Agency reserve and schedule pool vehicles?**

The Head of our Mail Room reserves and schedules the leased pool vehicles. Administrative staff in other departments reserve pool vehicles from the Central Pool when such vehicles are needed.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .2                         |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No.

**39. If you have any other concerns or comments about this functional area, please include them here.**



**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 1      | 40 %     |
| Public safety          |       |        |          |
| Trucks                 | 5     |        | 50 %     |
| Tractors               |       |        |          |
| Trailers               | 2     |        | 15 %     |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☒ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

The agency needs to implement a fleet management system, but lacks the knowledge and expertise.

2.

3.

4.

5.

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
The department needs to implement a fleet management system.
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

50 %

Planned (Preventive/Improvement) (%)

50 %

16. How do you arrive at your estimates for reactive and planned maintenance?

experience

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
asset ID number uniquely assigned
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      | mileage     |        |
| Public safety          |             |        |
| Trucks                 | mileage     |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             |        |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

manually

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

0

Comments

agency uses private sector shops

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

6

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

.....

Pooled (#)

6

**28. In your Agency, how is fleet maintenance work requested?**

internal purchase requisition

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

ass't transportation officer monitors progress

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

n/a

**34. What is your Agency's process for managing tools and shrinkage?**

n/a

**35. How does your Agency reserve and schedule pool vehicles?**

state central pool vehicles scheduled through online system maintained by Dept of General Services

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | .0                         |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

no

**39. If you have any other concerns or comments about this functional area, please include them here.**



**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 121    | 100 %    |
| Public safety          |       |        |          |
| Trucks                 |       | 96     | 100 %    |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       | 38     | 50 %     |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
automated maintenance tracking system
2.  
automated scheduling
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☒ Yes
- ☐ No

**6. If yes, what do you measure?**

meeting minimum mileage requirements and number of days used per month

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

Have a yearly budget for replacement of vehicle. Look at replacing vehicles after they reach 100,000 miles

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

need automated maintenance tracking system

2.

state needs more car wash facilities

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

|  |
|--|
|  |
|--|

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

The purchase process goes electronic beginning with the procurement of the vehicles. Mileage reports are maintained in a spreadsheet

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

20 %

Planned (Preventive/Improvement) (%)

80 %

16. How do you arrive at your estimates for reactive and planned maintenance?

employees in charge of agency owned vehicles take their vehicles in for oil changes and preventive maintenance every 5,000 miles

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☒ Automated

☐ Manual

Comments

This is for pool vehicles only, manually for agency owned

18. How does your agency determine if vehicles are to be purchased or leased?

All agency owned vehicles are purchased.  
All passenger type vehicles are leased through the Department of General Services

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
mileage usage spreadsheets
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount |
|------------------------|--------------|--------|
| Passenger vehicle      | mileage      |        |
| Public safety          |              |        |
| Trucks                 | mileage      |        |
| Construction equipment |              |        |
| Off-road vehicles      |              |        |
| Aircraft               |              |        |
| Watercraft             | engine hours |        |
| Other                  |              |        |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

The individual assigned the vehicle is in charge of tracking the warranty and service requirements

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

96

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

Commonwealth takes it to commercial shops when they cannot service them

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

121

Pooled (#)

96

**28. In your Agency, how is fleet maintenance work requested?**

The vehicle are dropped of at the Commonwealth shop, no appointments are necessary, then the agency is billed after the work is complete

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

The employee responsible for maintaining the vehicle brings the signed work order back to finance after the work is complete

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

n/a

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

The Commonwealth Garages do ths

**34. What is your Agency's process for managing tools and shrinkage?**

n/a

**35. How does your Agency reserve and schedule pool vehicles?**

the employee e-mails the employee in charge of agency and pool vehicles in each region. They e-mail the pick up and return times.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

10 %

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | 3.0                        |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Yes, DGS rules and Regulations



39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 136   | 50     | 100 %    |
| Public safety          | 94    | 7      | 100 %    |
| Trucks                 | 144   |        | 100 %    |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             | 50    |        | 98 %     |
| Other                  | 230   |        | 100 %    |

**2. If "Other" was used in the previous question, please explain.**

74 Agricultural Tractors; 110 licensed trailers for boats, equip, etc.;40 ATV; 5 golf carts; 1 Terra-Gator Bus

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.

Ability to track preventive maintenance & maintenance, annual inspection, recalls, lifecycle, etc.

2.

To tie FAACS, Surplus, DMV & Agency fleet

3.

Agency training for Fleet Management by DGS

4.

5.

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☒ Yes

☐ No

**8. If yes, please explain.**

Replacement criterion for all vehicle replacement is the lesser of 10 years or 120,000 miles; exceptions considered on case-by-case basis.

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Develop reports from information entered into the agency's Vehicle Mgt System

2.

Standardize the repair process via standardized forms & clarify approval process

3.

Automated reports for analysis

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Agency has developed a management policy to enforce DGS/Fleet Mgt rules and regulations

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

2 %

Planned (Preventive/Improvement) (%)

98 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Vehicles appear to be well maintained. Have not experienced any issues where emergency repairs had to be made due to lack of required maintenance.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☒ Automated

☐ Manual

Comments

Effective 1/6/05 we implemented the Vehicle Mgt System, whereby vehicle maintenance and lifecycle can be tracked

18. How does your agency determine if vehicles are to be purchased or leased?

Via DGS guidelines.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
FAACS
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement      | Amount                                 |
|------------------------|------------------|--|
| Passenger vehicle      | lease expiration | the lesser of 10 years or 120000 miles |
| Public safety          | mileage          | the lesser of 10 years or 120000 miles |
| Trucks                 | mileage          | the lesser of 10 years or 120000 miles |
| Construction equipment |                  |  |
| Off-road vehicles      |                  |  |
| Aircraft               |                  |  |
| Watercraft             |                  |  |
| Other                  |                  |  |

**21. If "Other" was used in the previous question, please explain.**

Unknown

**22. How does your Agency track vehicle warranty requirements and service?**

Paper records and procurement documents.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

374

Comments

Routine maintenance is required by VDOT shops

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

Unkown- Recalls &amp; repairs VDOT can not handle

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

374

Pooled (#)

57

**28. In your Agency, how is fleet maintenance work requested?**

Varies - Each location has its own procedures following procurement guidelines and procedures established by local VDOT service center.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Varies at each location.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

N/A

**34. What is your Agency's process for managing tools and shrinkage?**

N/A

**35. How does your Agency reserve and schedule pool vehicles?**

Via DGS "TripCar" system



**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         | 3.0                        |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Unknown

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 37    | 3      | 90 %     |
| Public safety          |       |        |          |
| Trucks                 | 22    |        | 100 %    |
| Tractors               | 35    |        | 100 %    |
| Trailers               | 120   |        | 100 %    |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  | 1     |        | 25 %     |

**2. If "Other" was used in the previous question, please explain.**

a bus, used to transport inmates to VCE's distribution center is included in "other".

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
contracts for preventive maintenance/service plans
2.  
analysis on cost of repair/replacement
3.  
improved asset management
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

see response to question 4

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Leased assets must undergo LAS analysis

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                                  |                                  |                       |
|--|-----------------------|----------------------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                              | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

The agency's IT system interfaces with CARS and eVA but must be manually entered in FAACS

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

40 %

Planned (Preventive/Improvement) (%)

60 %

16. How do you arrive at your estimates for reactive and planned maintenance?

Unanticipated vehicle maint.  
Best guess used to determine %.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Hours/miles/anticipate % of continual usage.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
none
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount          |
|------------------------|-------------|-----------------|
| Passenger vehicle      | mileage     | depends on type |
| Public safety          |             |                 |
| Trucks                 | mileage     | depends on type |
| Construction equipment |             |                 |
| Off-road vehicles      |             |                 |
| Aircraft               |             |                 |
| Watercraft             |             |                 |
| Other                  |             |                 |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Transportation Coordinator tracks manually.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

40

Comments

VDOT provides maint on passenger vehicles only

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

178

Comments

dealers provide maint. on delivery equipment

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

n/a

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

37

Pooled (#)

3

**28. In your Agency, how is fleet maintenance work requested?**

Transportation Coordinator and/or end user schedule maint, typically using SPCC.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Supervisors approve work.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

n/a

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

n/a

**34. What is your Agency's process for managing tools and shrinkage?**

n/a

**35. How does your Agency reserve and schedule pool vehicles?**

Through the agency executive secretary.



**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

n/a

**39. If you have any other concerns or comments about this functional area, please include them here.**

n/a

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 47    | 5      | 94 %     |
| Public safety          |       |        |          |
| Trucks                 | 3     |        | 5 %      |
| Tractors               |       |        |          |
| Trailers               | 19    |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             | 1     |        |          |
| Other                  | 4     |        | 1 %      |

**2. If "Other" was used in the previous question, please explain.**

1 Bus, 1 Cargo Van, & 2 Tankers

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Availability of maintenance information
2.  
Notification of maintenance requirements/schedules
3.  
Reservation process
4.  
Motor pool software
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
Purchase of a fleet management/repair system
2.  
Statewide implementation of a fleet management/repair system
3.  
.....
4.  
.....
5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| Our process does not interact with any of the above systems.        |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| 85 %   |
| Planned (Preventive/Improvement) (%)                           |
| 15 %   |

| 16. How do you arrive at your estimates for reactive and planned maintenance? |
|---|
| Educated guess.   |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input checked="" type="radio"/> Automated   |
| <input type="radio"/> Manual   |
| Comments   |
| Access Database  |

| 18. How does your agency determine if vehicles are to be purchased or leased?   |
|---|
| We purchase vehicles for specific functional areas and maintain some for our vehicle pool, but others are leased from Fleet Management. |

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

none

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount       |
|------------------------|-------------|--------------|
| Passenger vehicle      | mileage     | 100,000      |
| Public safety          | mileage     | 100,000      |
| Trucks                 | mileage     | as necessary |
| Construction equipment |             |              |
| Off-road vehicles      |             |              |
| Aircraft               |             |              |
| Watercraft             |             |              |
| Other                  |             |              |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

We do not track vehicle warranty requirements.  
Service is tracked using the Access database.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

0

Comments

We do not track this information, but all vehicles have the potential for service at COV shops

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

52

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

44

Pooled (#)

8

**28. In your Agency, how is fleet maintenance work requested?**

Users of agency pool vehicles notify the Agency Transportation Officer when a problem has occurred with the vehicle. Routine maintenance occurs as time allows, which is a "hit or miss" process.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

Approval of division director is received for costs over \$500

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

We do not monitor fleet work orders in progress.  
We do not report time against work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

We do not perform maintenance work in-house.

**34. What is your Agency's process for managing tools and shrinkage?**

N/A



**35. How does your Agency reserve and schedule pool vehicles?**

Through the Access database.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .5                         |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Not to our knowledge.

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 2      | 70 %     |
| Public safety          | 3     |        | 100 %    |
| Trucks                 | 2     |        | 100 %    |
| Tractors               | 2     |        | 80 %     |
| Trailers               |       |        |          |
| Construction equipment | 2     |        | 80 %     |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

N/A

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Knowing who to call for certain needs and questions.
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Instead of the agency listing all that we feel may be wrong with our leased vehicle, VDOT should be able to drive and see what needs to be done and should go by specific schedules as to when things need to be checked, replaced, etc. ie - tune-ups, plugs, brakes, filters, etc.

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Bring receipts for gas, cleaning, to A.P. to file.  
When employee sees any problem with cars, notify A.P. to get appt for servicing.  
Log travel in log book kept in vehicle.

**13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS)**

|                      | CARS                  | eVA                   | FACCS                            | Other                 |
|----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|
| Electronic Interface | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Manual Interface     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Other                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

**14. If "Other" is checked in the previous question, please explain.**

N/A

**15. What estimated percentage of your Agency's maintenance is:**

Reactive (Break/fix) (%)

25 %

Planned (Preventive/Improvement) (%)

75 %

**16. How do you arrive at your estimates for reactive and planned maintenance?**

Looking back at maintenance records

**17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)**

☒ Automated

☐ Manual

Comments

VDOT keeps track of servicing schedule & notifies us by mail when servicing is due on all 3 vehicles

**18. How does your agency determine if vehicles are to be purchased or leased?**

Based on amount of usage, cost to agency, etc.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

N/A

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount                              |
|------------------------|--------------|-------------------------------------|
| Passenger vehicle      | mileage      | Consistent trouble with the vehicle |
| Public safety          | mileage      | Consistent trouble with the vehicle |
| Trucks                 | mileage      | Consistent trouble with the vehicle |
| Construction equipment | engine hours | Consistent trouble with the vehicle |
| Off-road vehicles      |              |                                     |
| Aircraft               |              |                                     |
| Watercraft             |              |                                     |
| Other                  |              |                                     |

**21. If "Other" was used in the previous question, please explain.**

N/A

**22. How does your Agency track vehicle warranty requirements and service?**

VDOT tracks this

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

3

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

Unless an emergency situation occurs while on the road

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

VDOT - Salem and Richmond

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

4

Pooled (#)

3



**28. In your Agency, how is fleet maintenance work requested?**

Employee contacts A.P., A.P. phones VDOT for appointment for servicing.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

N/A

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

N/A

**34. What is your Agency's process for managing tools and shrinkage?**

None

**35. How does your Agency reserve and schedule pool vehicles?**

Online to Fleet Management System

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | 1.0                        |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

No

**39. If you have any other concerns or comments about this functional area, please include them here.**

N/A

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 8     | 78     | 100 %    |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Budget to replace vehicles before major problems occur.
2.  
Ability to connect to VDOT/Fleet System for service information, repair status, etc.
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☒ Yes
- ☐ No

**6. If yes, what do you measure?**

mileage and usage

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
Ability to use outside vendors or have more staff available to handle repairs.
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                                  |                       |                       |                       |
|--|----------------------------------|-----------------------|-----------------------|-----------------------|
|  | CARS                             | eVA                   | FACCS                 | Other                 |
| Electronic Interface   | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

5 %

Planned (Preventive/Improvement) (%)

95 %

16. How do you arrive at your estimates for reactive and planned maintenance?

6,000 miles or 6 months - State Fleet routine as required for agency vehicles.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☒ Automated

☐ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

Based upon the miles expected to be driven -- overall cost effectiveness.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
.....
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount                       |
|------------------------|-------------|------------------------------|
| Passenger vehicle      | mileage     | as determined by State Fleet |
| Public safety          |             |                              |
| Trucks                 |             |                              |
| Construction equipment |             |                              |
| Off-road vehicles      |             |                              |
| Aircraft               |             |                              |
| Watercraft             |             |                              |
| Other                  |             |                              |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Through State Fleet.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

70

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

16

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

8

Pooled (#)

78



**28. In your Agency, how is fleet maintenance work requested?**

Fleet staff or the supervisor for the specific area.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Through the supervisor/budget manager.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

With the vendor or Fleet Shop.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

N/A

**34. What is your Agency's process for managing tools and shrinkage?**

N/A

**35. How does your Agency reserve and schedule pool vehicles?**

N/A

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | 1.0                        |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None that we are aware of.

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       |        |          |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

Cycle primary dependent on factors of age and measrued used. Dealt with in the internal operational budgeting process.

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Better tracking of cost to specific equipment

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

|  |
|--|
|  |
|--|

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                                  |                       |                                  |                       |
|--|----------------------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                             | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

.....

Planned (Preventive/Improvement) (%)

.....

16. How do you arrive at your estimates for reactive and planned maintenance?

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

starting to move to a more automated process

18. How does your agency determine if vehicles are to be purchased or leased?

All vehicles are purchased. Only equipment needed for short-term or specific jobs is leased.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
FAACS id tags
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount                         |
|------------------------|-------------|--------------------------------|
| Passenger vehicle      | mileage     | 150000                         |
| Public safety          |             |                                |
| Trucks                 | mileage     | 150000                         |
| Construction equipment |             | when no longer can be repaired |
| Off-road vehicles      |             | As needed                      |
| Aircraft               |             |                                |
| Watercraft             | months      | usually 5 years                |
| Other                  |             |                                |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Not tracked

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

0

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

.....

Pooled (#)

.....



**28. In your Agency, how is fleet maintenance work requested?**

The responsible individual acquires the maintenance work unless it is extensive such as an engine/transmission replacement.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Only for extensive work

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Only for completion for payment.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Based on historical trends of cost with some adjustment based on age of the specific items.

**34. What is your Agency's process for managing tools and shrinkage?**

None

**35. How does your Agency reserve and schedule pool vehicles?**

Word of mouth.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         | .5                         |
| Band - 5         |                            |
| Band - 6         | .5                         |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Mileage and hours of use are used to bill cost of operations back to federal grants. The mileage rate has been periodically calculated based on specific record keeping for a period of time to determine the mileage rate for billing. This rate is negotiated with the Fish and Wildlife Service.

**39. If you have any other concerns or comments about this functional area, please include them here.**

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       |        |          |
| Public safety          |       |        |          |
| Trucks                 |       |        |          |
| Tractors               | 224   |        |          |
| Trailers               |       |        |          |
| Construction equipment | 138   |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
.....

2.  
.....

3.  
.....

4.  
.....

5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

A unit must cost justify the need to lease a vehicle.

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |

| 14. If "Other" is checked in the previous question, please explain.   |
|---|
| Department interfaces with all three systems electronically and manually. The department also utilizes a iTMS maintenance management system internally. |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| 30 %   |
| Planned (Preventive/Improvement) (%)                           |
| 70 %   |

| 16. How do you arrive at your estimates for reactive and planned maintenance? |
|---|
| Information was taken from iTMS maintenance management system.                |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input checked="" type="radio"/> Automated   |
| <input type="radio"/> Manual   |
| Comments   |
| iTMS maintenance system.   |

| 18. How does your agency determine if vehicles are to be purchased or leased?                 |
|---|
| All department owned vehicles are purchased. Any leased vehicles are special use, short term. |

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

None

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount  |
|------------------------|-------------|---|
| Passenger vehicle      | mileage     | Vehicle is operated until it is not cost effective to make necessary repairs. |
| Public safety          |             |   |
| Trucks                 | mileage     | Vehicle is operated until it is not cost effective to make necessary repairs. |
| Construction equipment |             |   |
| Off-road vehicles      | mileage     | Vehicle is operated until it is not cost effective to make necessary repairs. |
| Aircraft               |             |   |
| Watercraft             |             |   |
| Other                  | mileage     | Vehicle is operated until it is not cost effective to make necessary repairs. |

**21. If "Other" was used in the previous question, please explain.**

Other in this instance is large Buses.

**22. How does your Agency track vehicle warranty requirements and service?**

Maintenance supervisor at each site keeps track of required services and sees that schedules are met. iTMS maintenance system is utilized.



**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

2,565

Comments

Service performed by DOC shops and VDOT

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

285

Comments

Used to perform warranty work and work that can't be handled by state shops.

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | Yes      | 23      |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

112

Pooled (#)

2,738

**28. In your Agency, how is fleet maintenance work requested?**

They are processed through the iTMS maintenance management system.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Work orders are tracked by iTMS maintenance management system and time is reported against work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Each facility has independent control through its segment through the iTMS maintenance management system.

**34. What is your Agency's process for managing tools and shrinkage?**

DOC facilities use weekly, monthly, and yearly inventory count systems. They utilize shadow boards and chit systems.

**35. How does your Agency reserve and schedule pool vehicles?**

Pool Vehicles are reserved and scheduled through General Services Fleet Operation.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

I do not have knowledge of any.

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       |        |          |
| Public safety          | 2649  |        |          |
| Trucks                 | 43    |        |          |
| Tractors               |       |        |          |
| Trailers               | 42    |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               | 11    |        |          |
| Watercraft             |       |        |          |
| Other                  | 33    |        |          |

**2. If "Other" was used in the previous question, please explain.**

Others 33 motorcycles  
Note The 2649 Public safety vehicles are police vehicles

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Provide for the standardization of vehicle equipment
2.  
Minimize the number of vehicle makes used
3.  
Improve present facility
4.  
Improved fleet management system
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

Employee Work Profile  
Performance evaluation

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

Vehicles are replaced based on mileage criteria  
120,000 for patrol vehicles

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Create a fleet management staff

2.

A large, modern facility

3.

Provide a warehouse employee dedicated to garage

4.

Discontinue the seizure of low value vehicles

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                                  |                       |
|--|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| This agency does manual interface with CARS,eVA, and FACCS          |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| 30 %   |
| Planned (Preventive/Improvement) (%)                           |
| 70 %   |

| 16. How do you arrive at your estimates for reactive and planned maintenance?     |
|---|
| Preventive maintenance<br>Warranty requirements<br>Manufacturer's recommendations |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)          |
|---|
| <input checked="" type="radio"/> Automated  |
| <input type="radio"/> Manual  |
| Comments  |
| Automated via monthly vehicle expense Report SP-93 and manually via monthly supervisor's inspection |

| 18. How does your agency determine if vehicles are to be purchased or leased? |
|---|
| All Agency vehicles are purchased   |



**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
None
2.  
.....
3.  
.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount  |
|------------------------|--------------|---------|
| Passenger vehicle      | engine hours |         |
| Public safety          | mileage      | 120,000 |
| Trucks                 | mileage      | 150,000 |
| Construction equipment | engine hours |         |
| Off-road vehicles      |              |         |
| Aircraft               | engine hours |         |
| Watercraft             |              |         |
| Other                  |              |         |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Monthly vehicle expense report (SP-93)  
Supervisor monthly vehicle inspections

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

.....

Comments

Agency vehicles are not routinely serviced at Commonwealth shops

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

.....

Comments

All required maintenance and repairs are done at commercial shops

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

2,725

Pooled (#)

0

**28. In your Agency, how is fleet maintenance work requested?**

The State Police does not perform fleet maintenance.  
Maintenance and repairs are handled through commerical establishments

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Any maintenance beyond routine preventive maintenance requires supervisor's approval

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

No

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

N/A

**34. What is your Agency's process for managing tools and shrinkage?**

N/A

**35. How does your Agency reserve and schedule pool vehicles?**

No

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

20 %

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         | 1.0                        |
| Band - 3         | 10.0                       |
| Band - 4         | 7.0                        |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

None

39. If you have any other concerns or comments about this functional area, please include them here.

None

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 92    | 175    | 100 %    |
| Public safety          |       |        |          |
| Trucks                 | 3     |        | 60 %     |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             | 1     |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

.....

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☒ Yes

☐ No

**12. If yes, please explain.**

Must have valid driver's license to drive vehicle. Must keep car clean and take vehicle in for schedule service(oil change, inspection).



| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                                  |                                  |                       |
|--|-----------------------|----------------------------------|----------------------------------|-----------------------|
|  | CARS                  | eVA                              | FACCS                            | Other                 |
| Electronic Interface   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

35 %

Planned (Preventive/Improvement) (%)

65 %

16. How do you arrive at your estimates for reactive and planned maintenance?

we take our vehicles in regular for preventive maintenance.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

**18. How does your agency determine if vehicles are to be purchased or leased?**

We purchase vehicles based on need(example: Vans or trucks) Fleet Management doesn't lease these and our Correctional Centers and Court Service Units are in need of these vehicles (to transport ward between Centers).But if it's a passenger vehicle that Fleet Management has we will submit a form to Fleet Management to try to lease a vehicle.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.  
License Plates
2.  
VIN Numbers
3.  
Pool number

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement  | Amount |
|------------------------|--------------|--------|
| Passenger vehicle      | mileage      |        |
| Public safety          |              |        |
| Trucks                 | mileage      |        |
| Construction equipment | mileage      |        |
| Off-road vehicles      | engine hours |        |
| Aircraft               |              |        |
| Watercraft             |              |        |
| Other                  |              |        |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

270

Comments

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

3

Comments

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

Fleet Management(Richmond) VDOT shops(statewide

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

95

Pooled (#)

155

**28. In your Agency, how is fleet maintenance work requested?**

contact fleet management

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

No my agency doesn't report time against work orders and we don't monitor fleet work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

agency plans ahead so they can reserve a car from fleet if car is being repaired.

**34. What is your Agency's process for managing tools and shrinkage?**

**35. How does your Agency reserve and schedule pool vehicles?**

reserve a car from Fleet Management online(PeopleSoft)

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

10 %

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 47    | 214    |          |
| Public safety          | 20    |        |          |
| Trucks                 | 36    |        |          |
| Tractors               | 1     |        |          |
| Trailers               | 10    |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             | 5     |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☒ Statewide (have office locations across state)
- ☐ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Electronically tracking of maintenance required
2.  
Shared database for fleet management
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**



**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
Increase range of repair services available at VDOT stations
2.  
Provide more information on website
3.  
.....
4.  
.....
5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                                  |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                            |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

| 14. If "Other" is checked in the previous question, please explain. |
|---|
| Electronic interface with CARS, eVA, and FACCS is accomplished.     |

| 15. What estimated percentage of your Agency's maintenance is: |
|--|
| Reactive (Break/fix) (%)                                       |
| .....  |
| Planned (Preventive/Improvement) (%)                           |
| .....  |

| 16. How do you arrive at your estimates for reactive and planned maintenance?  |
|--|
| Unknown. Decentralized to users on agency owned vehicles. DGS notifies VDH when leased vehicle maintenance is due and the user is responsible for getting it done. |

| 17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?) |
|--|
| <input type="radio"/> Automated  |
| <input checked="" type="radio"/> Manual  |
| Comments   |
| .....  |

**18. How does your agency determine if vehicles are to be purchased or leased?**

VDH strives to lease as many vehicles from DGS, Fleet Management as required. Purchased vehicles are usually vehicles that are not offered by Fleet Management such as trucks, 4 wheel drive vehicles and passenger vans.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

Each new agency owned vehicle is assigned a inventory fixed asset tag and entered into Dept of Account's system

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount   |
|------------------------|-------------|--|
| Passenger vehicle      | mileage     | 125,000 for leased vehicles; agency owned vehicles are not replaced until the cost of repairs is more than the vehicle's worth |
| Public safety          | mileage     | Agency owned vehicles are not typically replaced until the cost of repairs is more than the vehicle's worth                    |
| Trucks                 | mileage     | Agency owned vehicles are not typically replaced until the cost of repairs is more than the vehicle's worth                    |
| Construction equipment |             |  |
| Off-road vehicles      |             |  |
| Aircraft               |             |  |
| Watercraft             |             |  |
| Other                  |             |  |

21. If "Other" was used in the previous question, please explain.

22. How does your Agency track vehicle warranty requirements and service?

Decentralized approach with programs and districts that operate the vehicles responsible for meeting requirements.

23. What is the number of Agency vehicles serviced by Commonwealth shops?

Total

.....

Comments

Unknown. It has been stated that more vehicles would be serviced at Commonwealth shops if they did not refuse services due to shortage of mechanics.

24. What is the number of Agency vehicles serviced by commercial shops?

Total

.....

Comments

unknown

25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

26. Please provide the vehicle maintenance and shop locations.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

.....

Pooled (#)

.....

**28. In your Agency, how is fleet maintenance work requested?**

DGS Fleet Management notifies VDH on leased vehicles.  
VDH users are responsible for agency owned vehicles (suggested 6,000 miles)

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

Business managers generally approve expenses.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Do not monitor. No.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

None

**34. What is your Agency's process for managing tools and shrinkage?**

None

**35. How does your Agency reserve and schedule pool vehicles?**

Programs and districts manage reserving and scheduling permanently assigned vehicles. The Office of Purchasing & General Services maintains two vehicles that can be reserved for use by VDH staff. This reservation process is manual. When additional vehicles are required a request is sent to DGS, Fleet Management.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         | .3                         |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         | .1                         |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor | .1                         |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

Dept of General Services, Fleet Management policies and procedures; Dept of Accounts, policies and procedures

**39. If you have any other concerns or comments about this functional area, please include them here.**

#1 Vehicles listed under "public safety" include 4-wheel drive vehicles and special van vehicles used for Emergency Medical Services, Radiological Health, and Emergency Preparedness and Response. The use vehicles is only tracked by mileage.

#17 Replacement of agency owned vehicles typically depends upon cost of repairs and value of vehicle.

#24 Majority is pool but not tracked.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     |       | 1      | 100 %    |
| Public safety          |       |        |          |
| Trucks                 | 1     |        | 100 %    |
| Tractors               |       |        |          |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)



**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
.....
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

☐ Yes

☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

☐ Yes

☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.  
Service facilities located closer to Health Department
2.  
Detailed invoices for services provided supporting the charge
3.  
.....
4.  
.....
5.  
.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
|  | CARS                  | eVA                   | FACCS                 | Other                 |
| Electronic Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

The interface that the District has with the above referenced systems are as an end user, receiving reports or charges or ordering any additional equipment for our Agency owned vehicle, e.g. bed cover for truck.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

.....

Planned (Preventive/Improvement) (%)

.....

16. How do you arrive at your estimates for reactive and planned maintenance?

Detail repair records for individual vehicles are not maintained so an estimate of the percentage split between reactive and planned is not available. The individual custodian of the vehicle is responsible for taking it in for both types of service when needed.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☐ Manual

Comments

The District does not track history on the 2 vehicles

**18. How does your agency determine if vehicles are to be purchased or leased?**

If a specialty vehicle is needed, e.g. truck, 4 wheel drive, etc. then we have been informed that the District would have to purchase the vehicle. If a passenger car is needed and we can justify the need then we would lease it from VDOT.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

Site has only two vehicles to deal with

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount |
|------------------------|-------------|--------|
| Passenger vehicle      |             |        |
| Public safety          |             |        |
| Trucks                 |             |        |
| Construction equipment |             |        |
| Off-road vehicles      |             |        |
| Aircraft               |             |        |
| Watercraft             |             |        |
| Other                  |             |        |

**21. If "Other" was used in the previous question, please explain.**

VDOT informs us when our leased vehicle needs to be replaced and we have never replaced our agency owned vehicle.

**22. How does your Agency track vehicle warranty requirements and service?**

The District does not track vehicle warranty as our Agency owned vehicle was purchased used with no warranty and the leased vehicle is tracked by VDOT.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

2

Comments

Vehicles are taken to VDOT for service, they have farmed out the work to commercial shops when they did not have time to provide the service.

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

0

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

|  |
|--|
|  |
|--|

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

2

Pooled (#)

.....

**28. In your Agency, how is fleet maintenance work requested?**

It is the responsibility of each individual custodian to take the vehicle to the VDOT service area for both preventive and repair maintenance.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Verbal or email request from the custodian to Business Manager for major repairs only

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Individual custodian is responsible for making sure the work is done on a timely basis and that service requested is actually done.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Not applicable

**34. What is your Agency's process for managing tools and shrinkage?**

Not applicable

**35. How does your Agency reserve and schedule pool vehicles?**

Not applicable.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

.....

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         |                            |
| Band - 4         |                            |
| Band - 5         |                            |
| Band - 6         |                            |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

**39. If you have any other concerns or comments about this functional area, please include them here.**

The District has one VDH agency owned vehicle and one leased vehicle from VDOT. Each vehicle is assigned to a specific individual. Any repair and/or service needs are the responsibility of the individual custodian. If there is a major problem with the vehicle, the District Business Manager is notified prior to having the work done. We are a user of the vehicles and really do not have a fleet management function at the District level.



**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 4     |        | 100 %    |
| Public safety          |       |        |          |
| Trucks                 | 8     |        | 100 %    |
| Tractors               | 4     |        | 100 %    |
| Trailers               |       |        |          |
| Construction equipment |       |        |          |
| Off-road vehicles      |       |        |          |
| Aircraft               |       |        |          |
| Watercraft             |       |        |          |
| Other                  |       |        |          |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Place our vehicles under the OFMS maint control center
2.  
.....
3.  
.....
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☒ Yes
- ☐ No

**8. If yes, please explain.**

Mileage and excessive maintenance costs

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Place the Agency owned vehicles in the OFMS maint control center

2.

.....

3.

.....

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

| 13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS) |                       |                                  |                       |                       |
|--|-----------------------|----------------------------------|-----------------------|-----------------------|
|  | CARS                  | eVA                              | FACCS                 | Other                 |
| Electronic Interface   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Manual Interface   | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Other  | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |

14. If "Other" is checked in the previous question, please explain.

15. What estimated percentage of your Agency's maintenance is:

Reactive (Break/fix) (%)

30 %

Planned (Preventive/Improvement) (%)

70 %

16. How do you arrive at your estimates for reactive and planned maintenance?

The larger trucks are older high mileage vehicles that require constant attention. We adhere to a good PM schedule but do experience breakdowns.

17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)

☐ Automated

☒ Manual

Comments

.....

18. How does your agency determine if vehicles are to be purchased or leased?

We purchase all vehicles.

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

.....

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount  |
|------------------------|-------------|---------|
| Passenger vehicle      | mileage     | 115,000 |
| Public safety          |             |         |
| Trucks                 | mileage     | 115,000 |
| Construction equipment |             |         |
| Off-road vehicles      |             |         |
| Aircraft               |             |         |
| Watercraft             |             |         |
| Other                  |             |         |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

OFMS notification on vehicles that OFMS receives information on. The larger trucks are past warranty.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

16

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

16

Comments

We use both types of shops

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.**

VDOT has 83 shops that we use, and of course the DGS/OFMS shop.

**27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

16

Pooled (#)

5

**28. In your Agency, how is fleet maintenance work requested?**

Vehicle operators report deficiencies to supervisors, then the appropriate shop is called and appointments is set.

**29. In your Agency is there an approval process for fleet maintenance work?**

☒ Yes

☐ No

Comments

Anything over \$500.00 must receive higher level approval.

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

We only have a few vehicles so it is not hard to track our maintenance. Usually the job cost is set "up front" and there is no issue of overcharge.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

Too few vehicles to formally set up an internal program. We rely on VDOT and OFMS to look out for our needs. We plan to roll the vehicles into the new OFMS vehicle maintenance management control center on August 1, 2005.

**34. What is your Agency's process for managing tools and shrinkage?**

Not applicable

**35. How does your Agency reserve and schedule pool vehicles?**

We use the DGS/OFMS Trip car system.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         | 2.0                        |
| Band - 2         | 3.0                        |
| Band - 3         | 10.0                       |
| Band - 4         | 1.0                        |
| Band - 5         | 2.0                        |
| Band - 6         | 1.0                        |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

none



39. If you have any other concerns or comments about this functional area, please include them here.

**1. Among the types of Fleet assets your agency manages, what is the total number of vehicles within your Agency? How many are owned? How many are leased? What is the percentage of use?**

|                        | Owned | Leased | % of Use |
|------------------------|-------|--------|----------|
| Passenger vehicles     | 1     | 2      | 80 %     |
| Public safety          | 16    |        | 100 %    |
| Trucks                 | 3     |        | 90 %     |
| Tractors               |       |        | %        |
| Trailers               | 42    |        | %        |
| Construction equipment |       |        | %        |
| Off-road vehicles      |       |        | %        |
| Aircraft               |       |        | %        |
| Watercraft             |       |        | %        |
| Other                  |       |        | %        |

**2. If "Other" was used in the previous question, please explain.**

**3. For your Agency, describe the geographic density of vehicle and parts deployment throughout the Commonwealth of Virginia. Is your Agency:**

- ☐ Statewide (have office locations across state)
- ☒ Limited Regional Presence (Headquarter location has majority of Agency, but Agency does maintain some regional locations)
- ☐ Richmond-based (majority of Agency staff in Metro Richmond)
- ☐ Non-Richmond based (majority of Agency staff located at centralized location)

**4. List up to five opportunities for improvement with fleet management in your Agency.**

1.  
Meeting monthly mileage requirements for Pool Vehicles
2.  
Statewide contracts for maintenance
3.  
Tool to measure accurate usage.
4.  
.....
5.  
.....

**5. Does your Agency have key performance measures/indicators for fleet management?**

- ☐ Yes
- ☒ No

**6. If yes, what do you measure?**

**7. Does your Agency have a fleet lifecycle approach within the organization (Plan, budget, procure, O&M, disposal)?**

- ☐ Yes
- ☒ No

**8. If yes, please explain.**

**9. Excluding the state's fleet management service, does your Agency have access to information about the availability of vehicles controlled by other organizations?**

☐ Yes

☒ No

Comments

.....

**10. Please recommend up to five opportunities for improvement within your fleet management and repair processes.**

1.

Access to other statewide maintenance contracts

2.

Development of a fleet maintenance schedule for replacement

3.

Better fuel tracking mechanism

4.

.....

5.

.....

**11. Does your Agency have any special rules for handling leased vehicles?**

☐ Yes

☒ No

**12. If yes, please explain.**

**13. How does your Agency's fleet management process interact with Commonwealth procurement, financial, and fixed asset systems? (eVA, CARS, and FACCS)**

|                      | CARS                             | eVA                   | FACCS                            | Other                 |
|----------------------|----------------------------------|-----------------------|----------------------------------|-----------------------|
| Electronic Interface | <input type="radio"/>            | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Manual Interface     | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| Other                | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |

**14. If "Other" is checked in the previous question, please explain.**

**15. What estimated percentage of your Agency's maintenance is:**

Reactive (Break/fix) (%)

5 %

Planned (Preventive/Improvement) (%)

95 %

**16. How do you arrive at your estimates for reactive and planned maintenance?**

Using previous years cost and adding any additional planned maintenance costs.

**17. How does your Agency track maintenance history on each vehicle? (Automated or Manual?)**

☐ Automated

☒ Manual

Comments

80% of vehicles are assigned and each individual is responsible to track.

**18. How does your agency determine if vehicles are to be purchased or leased?**

**19. What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?**

1.

.....

2.

.....

3.

.....

**20. For each vehicle type, please identify the basis on which you replace the vehicle.**

|                        | Measurement | Amount  |
|------------------------|-------------|---------|
| Passenger vehicle      | mileage     | 112,000 |
| Public safety          | mileage     | 112,000 |
| Trucks                 | mileage     | 112,000 |
| Construction equipment |             |         |
| Off-road vehicles      |             |         |
| Aircraft               |             |         |
| Watercraft             |             |         |
| Other                  |             |         |

**21. If "Other" was used in the previous question, please explain.**

**22. How does your Agency track vehicle warranty requirements and service?**

Most vehicles are assigned to an individual whom is responsible to track this information. We have a logistics coordinator responsible to track non-assigned vehicles.

**23. What is the number of Agency vehicles serviced by Commonwealth shops?**

Total

2

Comments

.....

**24. What is the number of Agency vehicles serviced by commercial shops?**

Total

62

Comments

.....

**25. Does your Agency operate its own vehicle maintenance shops? If yes, please provide the total number of vehicle maintenance shops.**

|                                | Yes / No | Total # |
|--------------------------------|----------|---------|
| Operation of Maintenance Shops | No       |         |

**26. Please provide the vehicle maintenance and shop locations.****27. What is the number of Agency dedicated vehicles versus pooled vehicles?**

Dedicated (#)

16

Pooled (#)

6

**28. In your Agency, how is fleet maintenance work requested?**

Assigned vehicles are the responsibility of the assigned individual. Non-assigned vehicles requests are made to the Logistic Coordinator.

**29. In your Agency is there an approval process for fleet maintenance work?**

☐ Yes

☒ No

Comments

.....

**30. How does your Agency monitor fleet work orders in progress? Does your Agency report time against work orders?**

Logistic Coordinator tracks this information. We do not track time against work orders.

**31. Does your Agency have an independent fleet work order planning function?**

☐ Yes

☒ No

**32. If yes, please describe your process.**

**33. How does your agency plan for work orders, parts, materials, services, labor and tools for fleet?**

We have no maintenance shop.

**34. What is your Agency's process for managing tools and shrinkage?**

We have no process.



**35. How does your Agency reserve and schedule pool vehicles?**

Requests for vehicle is sent to logistic coordinator.

**36. Estimate the percentage of time your fleet staff is engaged in redundant data entry for the parts/supply inventory used in the management of fleet or to record time associated with fleet repair.**

Percentage

%

**37. For the process of Fleet Management in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.**

**If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.**

|                  | FTE Count (include tenths) |
|------------------|----------------------------|
| Band - 1         |                            |
| Band - 2         |                            |
| Band - 3         | .5                         |
| Band - 4         |                            |
| Band - 5         | 2.2                        |
| Band - 6         | .5                         |
| Band - 7         |                            |
| Band - 8         |                            |
| Band - 9         |                            |
| Contracted Labor |                            |

**38. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.**

39. If you have any other concerns or comments about this functional area, please include them here.

We have 16 response vehicles and 42 trailers with equipment for training purposes and in emergencies response requirements. When receiving approval for a new vehicle we follow DGS Office of Fleet Management Manual.